



Media Advisory

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Dial 2-1-1 for Airport Security Updates in 150 Languages

2-1-1 San Francisco provides Bay Area travelers with latest information about baggage restrictions

SAN FRANCISCO, August 15, 2006 – By simply dialing 2-1-1** from any landline telephone in San Francisco, travelers can obtain the latest information about baggage restrictions for both domestic and international travel in the wake of last week's foiled terrorism plot.

The 2-1-1 call center, operated by United Way is open 24 hours a day, 7 days a week to answer calls from travelers who may have difficulty reaching airline and airport personnel by phone. The United Way 2-1-1 call center can assist callers in English, Spanish, and Chinese, as well as 150 other languages.

Travelers seeking information about flight delays should call the airline with which they have booked their tickets.

****NOTE:** Travelers calling from outside San Francisco County or using cell phones can reach the United Way HELPLINK call center, which operates 2-1-1, by dialing 415-808-HELP or 800-273-6222 from 8:30 a.m. – 5:30 p.m., Monday through Friday.

About 2-1-1

2-1-1, a service of United Way of the Bay Area, is an easy-to-remember, three-digit phone number that connects people in need with health and human services. This free, confidential, 24-hour multilingual hotline also serves as a vital link for individuals seeking to volunteer, provide resources and assist during times of crisis. Currently, 2-1-1 service is available only in San Francisco County from landline telephones. Residents using cell phones or calling from outside San Francisco County can reach United Way's 2-1-1 call center by dialing 415-808-HELP or 800-273-6222. United Way's introduction of 2-1-1 in San Francisco is the first step in plans to promote and establish 2-1-1 service throughout the Bay Area. Learn more at www.211bayarea.org.

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